

# Health Insurance Contact List

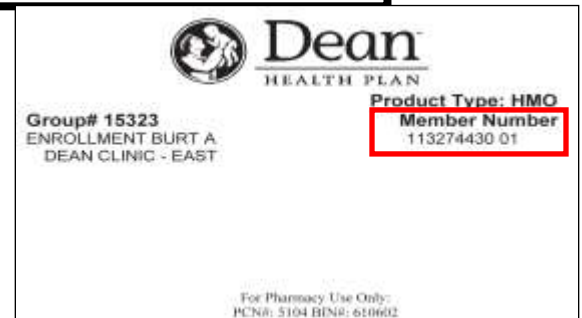
Below is a listing of contacts if you have questions, needs to make changes, or want to get more details on the Dean health insurance and EBC Flex Spending or HRA.

**Dean – Customer Service - (800) 279-1301 - Find a Doctor, claims, billing issues, or verification of benefits.**

Note: It is important that you have your Dean ID card available when you contact Dean. (Your member ID number is located on the front of your Dean ID card)

**Medco/Express Scripts – (800) 818-0107 - Mail order or prescription drug questions.**

**Dean Ask a Nurse –** Dean on Call is a free telephone service that's available to Wisconsin residents 24 hours a day, 365 days a year. (800) 57-NURSE (800) 576-8773



**Dean Website....** [www.deancare.com](http://www.deancare.com) – Use to “Find a Doctor” or register as a member through DeanConnect so that you can view your claims and benefits, request a new ID card, update your address, or check eligibility coverage.

**EBC Website....** [www.ebcflex.com](http://www.ebcflex.com) – Use to get information on Flex and HRA reimbursement questions, claims or issues. (800) 346-2126

*Please be aware that neither Grant County nor TRICOR has or can get access to your health records, billing statements, or private protected information.*

**Grant County Human Resources Department –** Dawn Mergen – (608) 723-2540 and Joyce Roling (608) 723-2045 - Use to add or delete a member, plan design questions, payroll deduction questions.

**TRICOR Insurance –** Joel Ingebritsen at (800) 556-5441 or (608) 723-6441 ext. 1129 and Brent Straka at ext. 1113 - Plan design questions, complex customer service issue, resolution of outstanding issues.